

Volunteer Guidelines Eagles Challenge

September 29, 2025

Thank you so much to all of our wonderful volunteers for spending the day with us to make this event special!

Location:

Bear Creek Golf Course, 3500 Bear Creek Ct, Dallas, TX

Shift times:

Set-Up Shift: 8:30am - 11am

Shift One: 10:30am - 3pm

Shift Two: 2:30pm - 6:30pm

Ball monitor: 10:30am - End Of Play

Eagles Challenge Event schedule:

Registration: 10:30am - 12pm

Tee Off: 12pm

Awards And Watch Party: 4pm

\$1,000,000 19th Hole Tee Off: 4:30pm

Getting started for the day:

Head to the 'Volunteer Check In' at the front of the clubhouse. Once you have checked in, you will receive your placement for your shift.

Please note that proper golf attire is required on the golf course.

As well, the following applies:

- KMI T-shirts must be worn by all volunteers
 - No shorts, blue jeans, or leggings
- Only golf shoes, tennis shoes, or shoes with soft spikes or a rubber sole permitted
 - Bring sunscreen, an umbrella, cap, and/or sunglasses if needed
 - Cell phones must be on silent or off when on the golf course
 - When a golfer is getting ready to swing, stay still and silent



**HOLE-IN-ONE MONITORS &
CLOSEST-TO-CUP
“SPOTTERS”**

Thank you for spending your time with us at the Eagles Challenge Hole-in-One Golf Tournament.

Location: 3500 Bear Creek Ct, Dallas, TX Shift: 10:30am to end of play

Event schedule:

Registration: 10:30am - 12pm

Tee Off: 12pm

Awards And Watch Party: 4pm

\$1,000,000 19th Hole Tee Off: 4:30pm

Duties: The spotter team has a vital role in measuring and recording “closest to the cup” and “hole-in-one” on each of the 18 golf holes. Each “spotter team” is made up of one Kids Matter board member/designee and a volunteer. Each spotter team will be assigned a golf hole at check-in; given a tape measure, ball repair tool, towel, and golf team roster. There will be a tent and water at the green. Accurate measurement down to the 1/8” is critical as it can literally mean the difference between a golfer’s chance at \$1 million on the 19th hole.

Measuring a ball’s position on the green:

- Measure only those balls that land on the green and fall within the length of the 25ft tape measure. Each golf ball will have a designated number (written in a sharpie pen) to make recording of the measurements efficient and timely.
- Measure the distance of the ball to the cup by placing and holding the lip of the tape measure at the EDGE of the cup (be careful NOT to put in cup) while the board member/designee extends the tape measure to the FRONT of the ball. Repeat this process for each ball on the green. MEASURE IN TOTAL INCHES
- The board member/designee is responsible for recording measurements of the corresponding golfer’s ball on the form. After measuring, the volunteer should pick up each ball, wipe off debris as needed with the towel, repair any ball marks, and return the golf balls to golfers as they come to the green.
- The board member/designee should advise each golfer of their ball measurement. *Golfers should be asked to stay off the green to minimize shoe depressions on the green that can alter the course of how a golf ball rolls on the green.*
- In the event of a hole-in-one, the board member/designee and volunteer will serve as witnesses. An affidavit is included in the back of your golfers roster and should be filled out accordingly by the board member.

• In the event of a hole-in-one

1. Do not remove the ball from the cup.
2. Take a photo of the ball in the cup.
3. Immediately call: 570-204-2201 (Dustin)
4. Immediately call the hole sponsor (noted on form) so they can come to green for photos and to stop play at the hole.
5. Only the winning golfer, volunteer, staff and sponsor should be on the green; all other golfers should be asked to remain off the green.
6. The golfer must personally remove the ball from the cup.
7. Take a photo of golfer removing the ball from the cup, holding the ball by the pin flag, and photo with sponsor, and photo with KMI staff.
8. Send photos via text immediately to Dustin 570-204-2201
9. There will be an hole-in-one affidavit form at the back of your clipboard. Begin filling out the information. The KMI board member/or volunteer witnessing the hole-in-one should sign the form.
10. Each golfer playing with the hole-in-one winner should have their information recorded on the form. Note: The insurance company will contact each individual to verify the hole-in-one.

After you have checked in:

- You will be directed to an area where a brief overview of your duties will take place.
- Receive a clipboard with golfer's names, starting hole, the assigned ball number that each golfer will write on the golf balls that they will play with during the tournament and an affidavit form (in the back of golfer roster) should a hole-in-one be witnessed.
- A 25 ft tape measure, pens, 1 ball mark repair tool, course map with sponsor name and prize information, bottled water, 1 towel, and sanitizer
- Immediately upon receiving your clipboard, **the spotter team should sign each page.**
- At the end of play, please return your clipboard and supplies to the designated area.
- If you witness a hole-in-one, the board member/designee assigned to that hole will take responsibility for attaining all the signatures and information needed for insurance purposes. The affidavit should be given immediately to the Chairman of the Eagles Challenge Tournament or President of Kids Matter.
- In the meantime, please review this [VIDEO](#).

Appropriate attire and etiquette on the golf course:

- KMI t-shirts must be worn by volunteers, board members should wear the Eagles Challenge golf shirts (No short shorts, blue jeans, or leggings)
- Only tennis shoes, golf shoes with soft spikes or shoes with a rubber sole are allowed on the green
- Bring sunscreen, cap, sunglasses and umbrella if needed (chairs will be provided on the green)
- Put cell phones on silent or on off. No cell phone conversations are allowed on the course at anytime.
- When a golfer is about to tee off— there should be no talking or movement until after they complete their swing.**

